

Job Template: Housing Coordinator

Occupational Group	Student Programs/Services						
Job Family	Residential Life						
Job Path	Housing Coordination						
Job Title	Housing Coordinator						
Job Code	L30000	FLSA Status	E	Job Category	P	Job Level	3

P3: Level Standards

GENERAL ROLE

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

- Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
- Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
- Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

INDEPENDENCE AND DECISION-MAKING

→ *Supervision Received*

- Works under limited supervision.

→ *Context of Decisions*

- Utilizes general departmental guidelines to develop resolutions outside the standard practice.

→ *Job Controls*

- Possesses considerable freedom from technical and administrative oversight while the work is in progress.
- Defines standard work tasks within departmental policies, practices, and procedures to achieve outcomes.
- Serves as the advanced resource to whom more junior employees go to for technical guidance.

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COMPLEXITY AND PROBLEM SOLVING

→ *Range of issues*

- Handles a variety of work situations that are cyclical in character, with occasionally complex situations.
- Issues are regularly varied.
- Problems tend to be technical or programmatic in nature.

→ *Course of Resolution*

- Assesses a variety of situations, and develops resolutions through choosing among options based on past practice or experience.

→ *Measure of Creativity*

- Issues are solvable through deep technical know-how and imaginative workarounds.
- Most of the obstacles, issues, or concerns encountered require considering alternative practice or policy interpretation.

COMMUNICATION EXPECTATIONS

→ *Manner of Delivery and Content*

- Regularly provides information on finished materials to others.

SCOPE AND MEASURABLE EFFECT

- Actions regularly affect an individual, item, event, or incident, etc.
- Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
- Incumbents have an indirect impact on a larger action or process, such as serving as a single component in an approval process, where the process is “owned” by a different work unit.
- May be designated to guide or organize the work of several employees within the unit.

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GENERAL SUMMARY

Administers a variety of complex housing policies and procedures.

REPORTING RELATIONSHIPS AND TEAM WORK

Works under limited supervision of a supervisor or manager.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.

- Executes occupancy management procedures for students and visitors residing on-campus.
- Maintains accurate records of occupancy, applications, housing assignment changes, and special accommodations. Prepares reports as necessary.
- Responds to inquiries and resolves complaints from students and guardians regarding policies and procedures or housing assignments and related issues.
- Administers room assignment policies and procedures.
- Serves as liaison for multiple housing areas, including specialized housing, to provide support for policy questions and housing assignment related issues.
- Lead student employees and staff as assigned.
- Engage in public relations and promotional activities.
- Serve in various committees and advisory groups.
- Performs related work as required.

MINIMUM QUALIFICATIONS

- Bachelor’s degree in related field.
- Two to three years of related experience.

COMPETENCIES

Knowledge of:

- University systems and higher education

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- Current student national trends
- Student centered philosophy
- Microsoft Office and housing related software applications
- Occupancy management practices

Skill in:

- Planning and organization
- Understanding students and fostering student success
- Developing and maintaining effective and appropriate working relationships
- Critical thinking, problem solving and analysis

Ability to:

- Interpret, maintain, and analyze housing data information to serve campus departments, students, and families
- Communicate effectively through both oral and written means
- Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
- Assist with development of policies, procedures, and new initiatives
- Manage complex and detailed projects/tasks
- Maintain the confidentiality of information and professional boundaries
- Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management